

Leaking (Soleplate/Drain Port)

1. Make sure the steam/fabric selectors are set to an off position when the water tank is filled.
2. Please ensure the steam/fabric selectors are set to an off position before unplugging the iron from the wall outlet.
3. Do not hold the iron when unplugging from the electrical socket.
4. Please DO NOT use distilled water. We recommend using normal tap water or spring bottled water.
5. Please ensure you have filled the water tank to max line else it will leak or overflow.
6. Make sure NOT to press the steam burst button when water is in the tank and the iron is not hot. When it warms up some liquid water might escape from when pressing the steam burst button while the iron is cold. So be sure to not warm up the iron over garments that cannot get wet if you are unsure if the buttons were pressed when in storage.
7. *****Very IMPORTANT*****
Iron lifters should be out (Iron raised up) when you are not emptying the water tank and the steam and fabric selectors need to be turned off when not in use.

Steam Performance Issue

The internal steam chamber in the soleplate may have mineral deposits over time, depending on the hardness of your water we prefer mixing 50% white vinegar and 50% bottled water.

You can flush out the mineral buildup by repeatedly pressing the Steam Burst button until water begins to drip heavily out of the bottom of the soleplate.

You may want to do this over a sink or drain. The iron should be hot when you do this so that any excess water can quickly evaporate. While doing this please take care of your hands.

Continuous Steam Issue

To ensure optimal steam production, the steam valve should be regularly cleared of accumulated debris and minerals. This is done by moving the steam selector back and forth from the off to the max steam settings several times.

If it's a TG1600 Gen 1 then please follow a reset by unplugging the iron from the wall and toggling the steam and I-touch switch 2-3 times. If it's a TG1600 Gen 2 then please follow a reset by unplugging the iron from the wall and toggle the steam selector for 2-3 times if it still does not work.

Note: Iron does not produce continuous steam when the lifters are raised up. Another way is to give an option to turn off the steam selector when it's raised up, so that the continuous steam stops, if the customer is not willing to use that then please replace it.

Delay of Constant Steam to Start

When the iron is or has become completely dry it can take a few moments to start steaming. The iron will need to be primed, here are the steps you should follow to startup constant steam:

1. Slide the steam selector to no steam.
2. Fill the iron carefully with regular tap water no higher than the "max" line.
3. Plug the iron in and turn the fabric selector to "cotton/linen", the indicator light will flash green.
4. When the iron is hot and the indicator is solid green, slide the steam selector to maximum steam.
5. Lift the iron, the feet will retract, hold the iron parallel over a cloth, move the iron back and forward as if ironing. (Or iron on the cloth if easier)
6. After a few moments, the iron should steam

If there is still no steam, here are a few 'tricks' you can try

- Press the steam burst button a few times while holding it above the ironing surface and tilting the iron back a few degrees towards the heel of the iron.
- While holding the iron horizontally, move the steam selector back and forth a couple of times.
- While holding the iron horizontally, carefully open the fill door and gently rock the iron back and forth. Remember to close the door.

This guide is for using the iron for the first time or after storage. Once steam production starts it will generally improve with use.

Very Imp: Make sure the steam selector and fabric selectors are at the correct setting or the iron will not make steam.

Steam/Spray Button Stuck

In such cases, we may ask the customer to see if the spray button can be pulled out and again put it back, if still, this does not work we need to replace it.

Auto shut-off issue

This means when the iron is not turning off when it's idle for 30 mins. In such cases, we need to ensure to educate the customer if there is any interference during that time when it's left untouched, if still, the red light is not flashing we need to replace it.

Lifters Issue (Erratic/Jammed)

For gen 1 TG1600/1100/1050/1250

1. Make sure the I Touch button is set to off position.
2. Turn off the steam selector, and fabric selector, and then unplug the unit from the wall.
3. Toggle the I touch button 2-3 times, without being plugged in.
4. Plug back the Iron into the power outlet.
5. Also, before plugging back the iron please try to clean the soleplate and the feet of the iron.
6. Once done plug in the iron back to the power.

For gen 2 TG1600 Pro Plus

1. Plug in your iron and put it on the settings you wish to use them.
2. Turn off the steam selector and fabric selector. Once done, unplug the iron from the wall outlet.
3. Toggle the steam selector, off to a maximum, 3-4 times, and leave it on the off.
4. Rotate the fabric selector, off to Linen/Cotton, 3-4 times, and leave it on the off. All this needs to be done with the iron unplugged.
5. Wait for 2 minutes and let the iron rest horizontally.
6. Before you plug it back in, please grab the handle and lift the iron horizontally and move it from left to right and vice versa a couple of times and then rest it again in the horizontal position.
7. Plug in the iron and put it on maximum steam and cotton/linen settings.

White/Black/Brown Substance coming out of the Iron

We may come across some cases where customers complain about some white or black substance coming out from the soleplate, so the white substance is nothing but the extra coating which can go off after a few uses.

The quickest way to fix this would be to put the iron at its highest settings and then press the steam burst several times, which should take care of the issue, if not we will replace it.

Cleaning of Soleplate

Please ask the customer to heat the iron, once it's heated we can use a soft cloth and wipe any fabric stuck on the soleplate, please note this process can be used for ceramic soleplates, which means this will be applicable for the Gen2 TG1600 and Mini Project irons.

For TG1600 Gen 1 or other TG models, we recommend using a hot-iron soleplate cleaner known as Faultless (the same company that makes starch) sells a great hot-iron cleaner.

No/Low Heat, Too hot

For gen 1 TG1600/1100/1050/1250

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4. Plug back the Iron into the power outlet.
5. Also before plugging back the iron please try to clean the soleplate and the feet of the iron.
6. Once done plug in the iron back to the power.

For gen 2 TG1600 Pro Plus

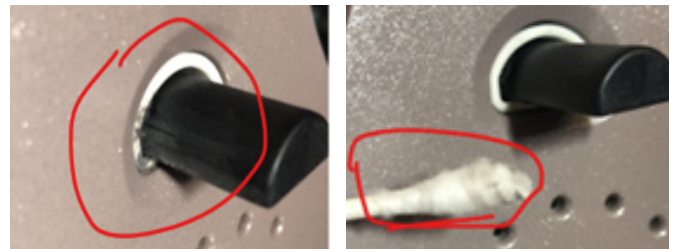
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Customer complains there is a black spot on the lifter

This is a real case when the customer complains about the black mark on the soleplate lifters.

Before we replace it for the customer, please try the steps below.

Solution: User to clean with a cotton swab the soot on the surface (when cold), it should remedy the problem. If they need to wet the swab, this is ok as it comes off easily and will dry quickly when heated.



No Power

1. Make sure the iron is plugged in directly to the wall outlet.
2. Try a different wall outlet.
3. Check the power light if it's on.
4. Check for any loose connections on the power cord.

Before replacing the iron, please check the below statement.

Please note once you complete the steps above, kindly ask the customer to send a photo of all sides of the iron as in many cases it may happen the customer may have dropped the iron resulting in the iron stops working. To make sure the customer did not void the existing warranty we need to ask them for the photos.

Empty or Clean Water Tank

First, unplug the iron, let the iron cool and then while over the sink open the fill port and tilt the iron towards the fill port so water will escape into the sink.

To remove all the water continue with the following steps:

1. Heat the iron to the cotton/linen fabric setting.
2. Once the iron is fully heated, unplug the iron and hold it over the sink, with the soleplate above and facing the sink.
3. Press the steam button repeatedly until water begins to drip out of the soleplate. CAUTION! Be careful, as this creates large amounts of steam.
4. Continue repeatedly pressing the steam button while over the sink until all water is out of the tank and no water or steam is produced.

Lights Flashing

We need to determine the LED status below is the led status you can also check this in our user manual.

1. Solid Red: Heat Off
2. Flashing Green: Trying to reach the optimal temperature.
3. Solid Green: Ready to use
4. Flashing Red: Auto Shut off Enabled.
Which is 30 mins for TG1600 and TG1050/1100 8 mins.

Burning Smell

If the customer complains about the same, please confirm if the customer is using it as dry iron, if so at times the plastic smell could be what the customer claims as a burning smell. However, if the customer uses water even though experiencing the same burning smell, we need to replace it.

Steam Selector Moving Freely or No Resistance

In such cases, please validate the warranty and then replace it.

Maintaining your Smart Iron

1. When not in use please unplug the iron from the wall outlet.
2. Always empty the water when not in use, in case they need to keep the water in that case you need to keep the legs raised, not legs retracted inside.
3. Never use 100% distilled water.
4. When not in use, unplug from the power outlet, just do not be dependent on auto shut off. As the unit will be auto shut off but there is a constant flow of power when it's connected to the wall, which could cause iron to malfunction.
5. Clean the sole-plate when you think the smoothness is a little less.
6. Always plug the unit directly to the wall outlet.

What is One Pass Pressing?

Oliso Irons have a very thick sole plate which creates a high heat mass, and it retains a stable high temperature. The heat is transferred evenly through the stainless-steel soleplate to the fabric and can eliminate most wrinkles in one pass.

There are 3 different situations where the Oliso® Steam Iron will activate the auto shut-off for safety.

TG 1600: Gen1 and Gen2

1. *Horizontal Position with the iTouch ON*
Heat will shut off if left untouched for 30minutes.
2. *Vertical Position with the iTouch ON*
Heat will shut off if left untouched for 30minutes.
3. *Tilted Position with iTouch ON or OFF*
Heat will shut off if left untouched for 30 seconds.

Scorched Fabric Issues Smart Irons

Please note that scorched fabric occurs when the iron has been set to a temperature too hot for the fabric type, or the iron has been left in one place for too long.

It's unlikely that the iron is overheating causing the scorching, as the temperature is controlled electronically, and there are built-in features to shut down an overheating iron.

Few points to remember while using Fabrics.

1. Iron should always be used at the correct temperature for the fabric being ironed.
2. A lot of fabrics today contain some synthetic fibers; nylon, rayon, and lycra, which makes them wrinkle less when washed and dried.
3. These synthetic fibers scorch at much lower temperatures than cotton or linen and therefore require the iron to be set at a lower temperature so they are not damaged.
4. In a fabric with mixed fibers, cotton/Rayon, for example, the iron should be set to the lowest temperature fabric, which would be 'synthetic' for Rayon and all man-made fibers.

However, if you want to iron mixed fiber or man-made fabrics with steam or a higher temperature, it's recommended to use a 100% cotton pressing cloth to protect the synthetic fibers.

oliso® A Guide to Cleaning your smartiron® Soleplate



Things you will need:
Clean fabric cloths | Baking Soda | Water



Step 1:
Turn iron off, unplug, and allow to cool.



Step 2:
Pour remaining water out.



Step 3:
Make a paste of 2 tbsp water and baking soda.



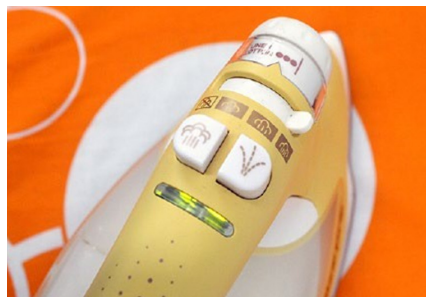
Step 4:
Apply baking soda mixture to soleplate using a clean cloth.



Step 5:
Wipe the soleplate clean with a damp cloth, removing any excess baking soda.



Step 6:
Fill the iron to 'max' line with clean water.



Step 7:
Heat the iron using 'linen cotton' setting and maximum steam function. Unplug once fully heated.



Step 8:
Hold the unplugged iron over the sink and press the steam button repeatedly, until water drips from the soleplate. Be careful, as this process produces plenty of steam. If steamer becomes ineffective, repeat Step 7.



Step 9:
Allow iron to cool completely, then dry the soleplate with a clean cloth or towel.

Cleaning Tips:

- Consider investing in iron cleaners. These are available at most hardware or home improvement stores.
- After Cleaning the soleplate, iron a few pieces of wax paper or throw-away cotton. This will ensure the soleplate has been cleaned properly.
- If your local tap water is heavy in minerals and impurities (over 12 grams of hardness) we recommend using either inexpensive bottled water, or mixing half tap water with half distilled water.
- To ensure optimal steam production, the steam valve should be cleared of accumulated debris and minerals. This is done by moving the steam selector back and forth from the 'off' to 'max' settings several times.